

Engaging in Member and Provider Outreach

The data shown below represents the average from Q1 to Q4 2019 reports submitted by each MCE.

What does the OMPP Measure?

OMPP's Target

How are the MCEs Doing on these Measures?

The OMPP requires the MCEs to report on these statistics quarterly and tracks MCE results.

Member Services Helpline

		Exceeding the Target				On Target (within 0.5%)				Below the Target	
		Hoosier Healthwise				Healthy Indiana Plan				Hoosier Care Connect	
		Anthem	CareSource	MDwise	MHS	Anthem	CareSource	MDwise	MHS	Anthem	MHS
Percent of Calls Answered Live within 30 Seconds	85%	94.65%	92.09%	93.86%	90.84%	93.81%	91.61%	93.67%	89.15%	93.40%	90.04%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.52%	1.49%	0.79%	2.59%	0.72%	1.46%	1.22%	1.17%	1.05%	1.94%
Percent of Calls Received After Hours in Which the MCE Responded (or Attempted to) the Next Day	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
Percent of Calls Resolved within the Initial Call	85%	93.82%	67.95%	95.05%	93.22%	88.23%	85.00%	95.86%	93.22%	95.61%	93.20%

Provider Services Helpline

Percent of Calls Answered Live within 30 Seconds	85%	92.18%	90%	92.70%	87.62%	91.22%	88.86%	92.71%	87.92%	92.59%	87.96%
Percent of Calls Abandoned (too long of a wait time)	Not to exceed 5%	0.78%	1.16%	19.93%	1.17%	0.94%	1.27%	1.24%	0.87%	0.88%	1.32%
Percent of Calls Received After Hours in Which the MCE Responded (or Attempted to) the Next Day	100%	100%	100%	100%	100%	99.63%	100%	100%	100%	100%	100%

Assessing Member Health Needs

Percent of New Members Screened for Health Needs within 90 Days of Joining the MCE	50%	27.55%	32.35%	52.90%	61.20%	25.33%	28.00%	70.60%	64.40%	27.78%	62.40%
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